



ALL UNIONS AND ASSOCIATIONS OF BSNL (AUAB)

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Letter No. AUAB / CHQ / 2026 / Circular

Dated 20th October 2026

CIRCULAR

Sub: Appeal for registration of our grievances for Third Pay revision grievances on CPGRAMS Portal and raise voice for early approval of Pay/Wage Revision by DoT.

Dear Beloved Brothers and Sisters of BSNL,

AUAB CHQ conveys sincere thanks and gratitude to all the Respected Executives/Non Executives of BSNL including those who are not members of AUAB, for their solidarity and support for their overwhelming response.

We are also happy to see that within ten days out of one month call for submission of memorandum to Honourable MPs, Chief Ministers, Governors and Cabinet Ministers, the AUAB leaders/Activists have reached many MPs and some Governors, some Minister in Central Government. We are hopeful that by end of the Months call, we will reach all the remaining dignitaries and submit the memorandum and request for intervention for approval of Thord Pay revisions.

It is good that all the Honourable MPs have given patience hearings to the submission by delegation and have assured to take up issue suitably. It is good that some have immediately acted on it and have forwarded the representation and also specially written to Honourable Minister of Communications for early approval of the Third Pay/Wage Revision for BSNL Employees.

Meantime by taking note of our notice the DyCLC Delhi, Government of India has issued notice for Conciliation Proceedings between AUAB and DoT and earlier meeting scheduled on 22/10/2026 has been rescheduled at 1130 Hrs of 26/10/2026. This will be attended by Chairman, Convenor and GSs available at Delhi on that day.

As per information given by the officers in BSNL, DoT has come into action and has started discussions with BSNL and it is understood that one meeting on Pay Revision Proposal has been held between DoT and BSNL and issues related to Pay/Wage revision are discussed in depth and BSNL is supposed to submit the additional information required by the DoT for moving ahead the Proposal of Third Pay Revision.

We also observe that by taking note of the letter by Director HR some of BA Heads have issued advisory for not quitting Official What's app groups. Actually these OA/BA/Circle Heads needs to represent grievances of Third Pay revision of all employees of BSNL and many are supporting this, but some who are in need of Thord Pay Revision have shown extra activities on this letter.

In such cases, the AUAB delegation at Respective level should meet OA/BA/Unit/Circle Head and explain our Grievances and put forward how we Executives/Non-Executives are facing losses of average Rs 20000 per month, how we are not responsible for losses and how we are working for service to Nation. It may be also explained that this call by AUAB is not against BSNL Management and we are protesting against undue delay by the DoT in approval of proposal by the BSNL Board.

It may also be elaborated that if our Pay/Wage Revision is denied by showing losses, then we are determined to stop all loss making works and will focus only on Works which will yield profit to BSNL.

If required written Memorandum should be submitted to concerned OA/BA/Unit/Circle Heads who are forwarding letter of Director HR to Executives. If required, AUAB at concerned level should submit written memorandum and request these officers for forwarding our grievances, mass unrest and frustration for delay of Nine Years in approval of Third Pay/Wage revision to Director HR.

With successful implementation of the earlier call by AUAB to quit official WhatsApp groups now we are moving ahead with next Phase of Registration of Mass Grievances on CPGRAMS Portal.

This programme started from 21/10/2026 and it will continue up to 24/10/2026. Here each one of us has to first register on CPGRAMS Portal and then register our grievances about undue delay in approval of Third Pay revision by DoT.

The detailed procedure for registering our grievances is attached as annexure-A to this circular. Apart from this video links on guidance how to register Third Pay revision Grievances of CPGRAMS Portal i.e. pgportal.gov.in are already shared with all CS.

As citizen of India, we have full right to register our grievances on CPGRAMS Portal and let us register it so that the proposal of Third Pay Revision awaiting approval of DoT for last nine months will be either approved by DoT or submitted to Cabinet, Government of India for approval as directed by DPE and assured by Honourable MoSC in the Monsoon Session of the Parliament.

Please start immediately, guide each other and ensure that each one of us register grievances on CPGRAMS Portal in these three days itself.

Our Unity Zindabad! AUAB Zindabad!! Our BSNL Zindabad!!!

With Regards



C. Singh
Chairman
AUAB CHQ
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Animesh Mitra
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Copy to:

1. The General Secretaries, of constituent Unions and Associations of AUAB.
2. The Circle/District Secretaries, Office Bearers, Activists of constituent Unions and Associations of AUAB.
3. Notice Boards of constituent Unions and Associations of AUAB.



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Annexure-A

Sub: Procedure for registration of grievances about Third Pay Revision on CPGRAMS Portal

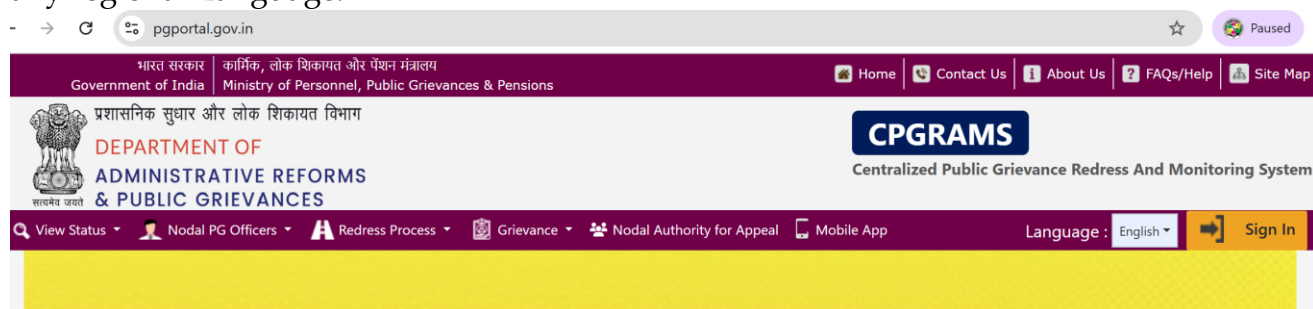
Step 1: Initial Registration (For New Users):

If you do not have an account yet, you must create a citizen profile first.

1. **Access the Portal:** Open your web browser and go to the official government website:

pgportal.gov.in.

2. **On Portal there is option to select Language.** You may select any Hindi, English or any regional Language.



3. **Locate Registration Link:** Under the "Login" box on the homepage, click on the link that says "Click here to register".
4. **Fill Out the Citizen Registration Form:** Enter the following details exactly as they appear on your official IDs:
 - o **Name & Gender**
 - o **Full Postal Address** (including your District, State, and Pin code)
 - o **Mobile Number** (Crucial for receiving OTPs and status updates)
 - o **Email ID**
5. **Security Verification:** Enter the visible Captcha code exactly as displayed and click "Submit".
6. **Account Activation:**
 - o A verification link will be sent to your email. Click it to verify your email.
 - o A verification **OTP (One-Time Password)** will be sent to your mobile number. Enter it on the validation screen.
 - o Once validated, create a unique **Username** and a strong **Password** to complete the registration.

Step 2: Logging In and Accepting Terms

1. Go back to the [CPGRAMS Homepage](#).
2. Enter your **Username** (or registered Mobile/Email), your **Password**, and the dynamic **Captcha code**. Click "Login".
3. You will be redirected to your **Citizen Dashboard**. On the left-hand sidebar menu, click on "Grievance" and then select "Lodge Public Grievance".
4. **The Exclusion Declaration Screen:** The portal will display a mandatory screen outlining what complaints **CANNOT** be lodged here. These include:
 - o **RTI Matters** (Right to Information requests)
 - o **Sub-judice Matters** (Cases currently being handled by any Court of Law)
 - o **Religious Disputes**
 - o **Service Matters** (Internal government employee grievances regarding promotions, transfers, etc.)

- Click the checkbox next to "*I agree that my grievance does not fall under any of the above listed categories*" and click **"Submit"**.

Step 3: Selecting the Correct Government Category

The portal will present a grid of high-volume Central Ministries (like Railways, Banking, Post, Telecommunications, etc.) alongside buttons for State Governments and we have to select **Telecommunications**. Thereafter following selection is to be followed.

Government of India | Ministry of Personnel, Public Grievances & Pensions
प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
CPGRAMS Centralized Public Grievance R
View Status Nodal PG Officers Redress Process Grievance Nodal Authority for Appeal Mobile App Language: English

Grievance registration form

Please note : If specific information related to a service is not available / known, select Others/Misc. option for lodging of grievance, if available. Fields marked with * are

Ministry / Department * Telecommunications

Select main category * Employee Services Related

Select next level category * Pending any type of Bill/dues for payment

Select next level category * Any other payment

Employee Number/ Staff Number * Please Enter Employee Number/ Staff Number

Organisation Name * Department of Telecommunications

Step 4: Writing the Grievance & Uploading Evidence

This is the most critical phase where you state your actual case.

- Enter Personal/Reference Details:** The system will ask if it is related to a specific scheme or if you have a previous reference number. Answer **"Yes"** or **"No"** accordingly.
- Write the Grievance Text (Max 2,000 characters):** In the provided text box, describe your problem clearly. For the fastest resolution, follow this formula:
 - The Facts:** What happened, when did it happen, and where?
 - The Evidence:** Mention reference numbers, dates of past complaints, and names of local officials you already dealt with.
 - The Resolution:** Clearly state what action you want the government department to take to fix your problem.
 - Note: Avoid emotional or threatening language; keep it strictly professional and objective.*
- Upload Supporting Documents:**
 - If you have proof (bills, emails, application receipts, previous rejection letters), combine them into a single **PDF document**.
 - The PDF file size must be **4 MB or less**.
 - Click **"Choose File"**, select your PDF, and click the **"Upload"** button.

Step 5: Final Submission and Tracking

- Review all the entered information one final time.
- Click the **"Submit"** button at the bottom of the page.
- Save your Registration Number:** The screen will immediately display a unique **Grievance Registration Number** (e.g., MINST/E/2026/XXXXX). You will also receive this via SMS and Email.
- Tracking:** You can log into your account at any time and click **"View Status"** on your dashboard, or use the public **"View Status"** option on the homepage using your Registration Number and mobile number.
